

Advanced Messaging Platform Quick Guide

What AMP Is

The Advanced Messaging Platform (AMP) is the messaging function within Louisiana eCrash that allows authorized users to send and receive messages associated with a specific crash report. AMP may be used to request review, correction, or additional information for a crash report, including updated BAC or toxicology results or changes in injury status.

When an AMP message is received, eCrash displays a notification containing the message and a link to the associated crash report.

Sending a Message From a Crash Report

1. **Open the crash report.** Access the report on the eCrash website.
2. **Select Message Owner.** This sends an AMP message to the user currently identified in eCrash as the owner of the crash report.
3. **Enter the message.** State clearly what information or action is needed.
4. **Choose whether acknowledgment is required.** Select Require Acknowledgement when confirmation is needed that the recipient received and reviewed the message.
5. **Select Send.** The message will be delivered through AMP.

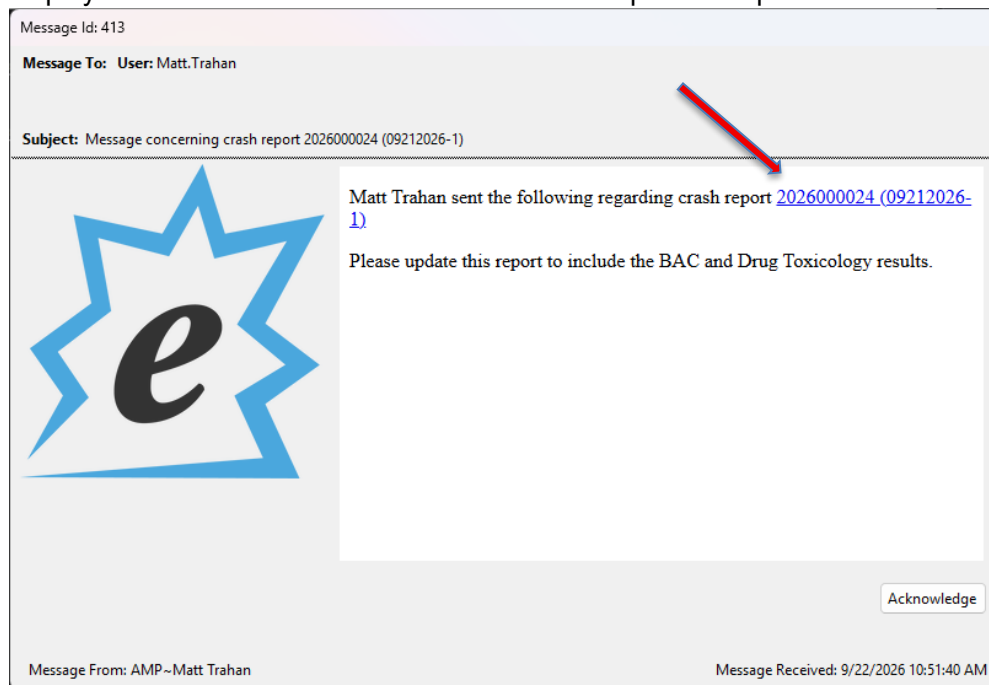


The Message Owner screen allows an authorized user to enter a message and require acknowledgment.

Receiving and Reviewing an AMP Message

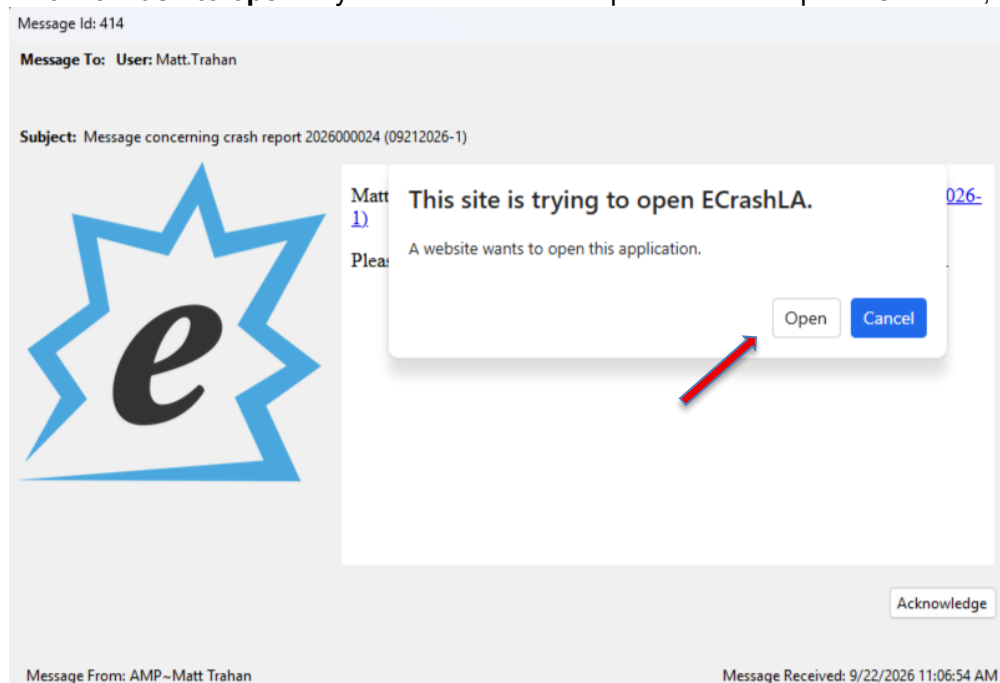
When an AMP message is sent to you, it appears as a pop-up window in the Louisiana eCrash application. The message identifies the sender, displays the crash report number and local case number, and explains the requested review or update.

1. **Read the entire message.** Review the request before opening or updating the report.
2. **Select the linked report number.** The blue link identifies the associated crash report and may also display the local case number. Select the link to open the report.



The linked report number opens the crash report associated with the message. The Acknowledge button confirms receipt.

3. **Allow eCrash to open.** If your browser asks for permission to open ECrashLA, select Open.



Select Open when prompted to launch the linked report in Louisiana eCrash.

4. **Confirm the correct report.** The linked crash report will open in eCrash. Before making any changes, confirm that the State Case # or Local Case # displayed in eCrash matches the report identified in the AMP message.

Verify the report or local case number before making the requested update.

5. **Review and update the report.** Review the request and the associated crash report. If a report correction or update is appropriate and you are authorized to make the change, complete the update using established eCrash and agency procedures.

6. **Close the message.** After reading the entire message and opening the associated crash report, select the appropriate button.

- Select **Acknowledge** when acknowledgment was requested. This confirms that you received and reviewed the AMP message. It does not confirm that the requested correction or update has been completed.
- Select **OK** when acknowledgment was not requested and you are ready to close the message.



Message requiring acknowledgement



Message not requiring acknowledgement

Important Reminders

- Use the report link in the message to avoid opening the wrong crash report.
- Read the request carefully and update only the appropriate report information.
- Select Acknowledge when required so the sender knows the message was received and reviewed.
- Follow your agency's established review and approval procedures for all report changes.